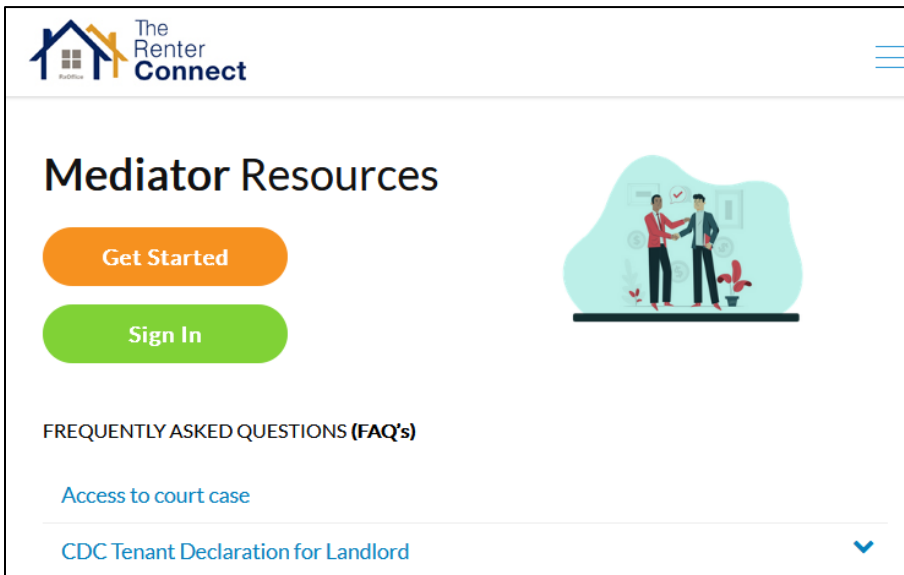


How to login for the first time



Go to <https://therenterconnect.org> and click the "I'm a mediator" icon as shown.



If you are a new user, you will need to register first by clicking

[Get Started](#)

If you already have credentials, you can click

[Sign In](#)

and go to Pg. 3

The screenshot shows the 'Stakeholder Registration' page with the 'Company Details' section. The 'Company Name*' field contains 'Test Mediator'. The 'Company Type*' dropdown menu is set to 'Mediator' and is highlighted with a red box. The 'Company Role' field contains 'Mediator'. The 'Company Address*' section includes 'Address Line 1', 'Address Line 2', 'City*', 'State*', and 'Zip Code*' fields.

Once you are in the Stakeholder Registration page, fill out all the required information.

NOTE:

1. Under "Company Name", you can type in your name if you do not have a company name.
2. Under "Company Type", you MUST select "Mediator" from the drop down menu.

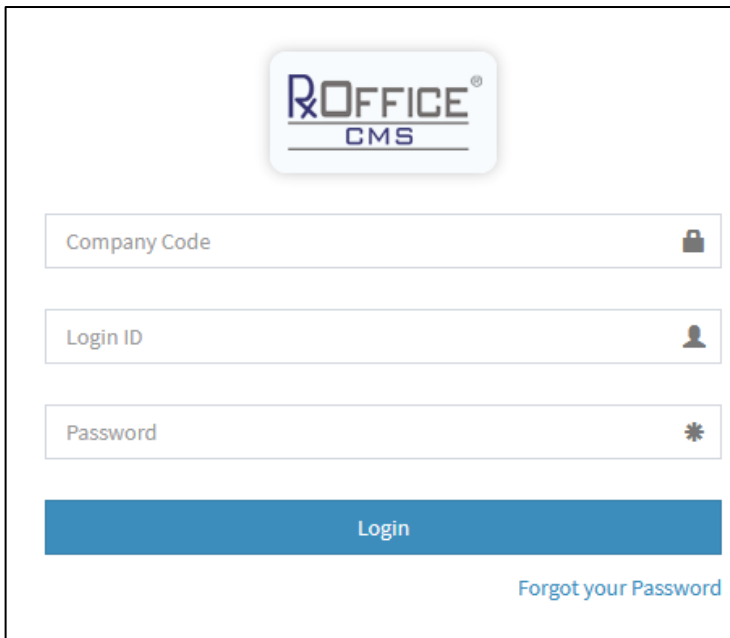
The screenshot shows the 'Company Administrator & Primary Contact' section. It includes a red warning message: 'As Administrator, you will be the main point of contact. Duties of the system administrator include resetting passwords, reactivating user accounts, creating and assigning roles and privileges to internal team members.' Below this are fields for 'Contact Person *' (First Name*, Middle Name, Last Name*), 'Email Address*' (Email Address), 'Work Phone*' (Phone#), and 'Login ID*' (Login Id).

As a Mediator, the Company Administrator directives are not applicable to you. Please continue to complete the rest of the required information including the Login ID.

Example for login ID: John.Doe, Jdoe, etc.

The screenshot shows the 'Enter Security Code' form. It features a reCAPTCHA 'I'm not a robot' checkbox and a reCAPTCHA logo. At the bottom, there are two buttons: 'Register' (highlighted with a red box) and 'Cancel'.

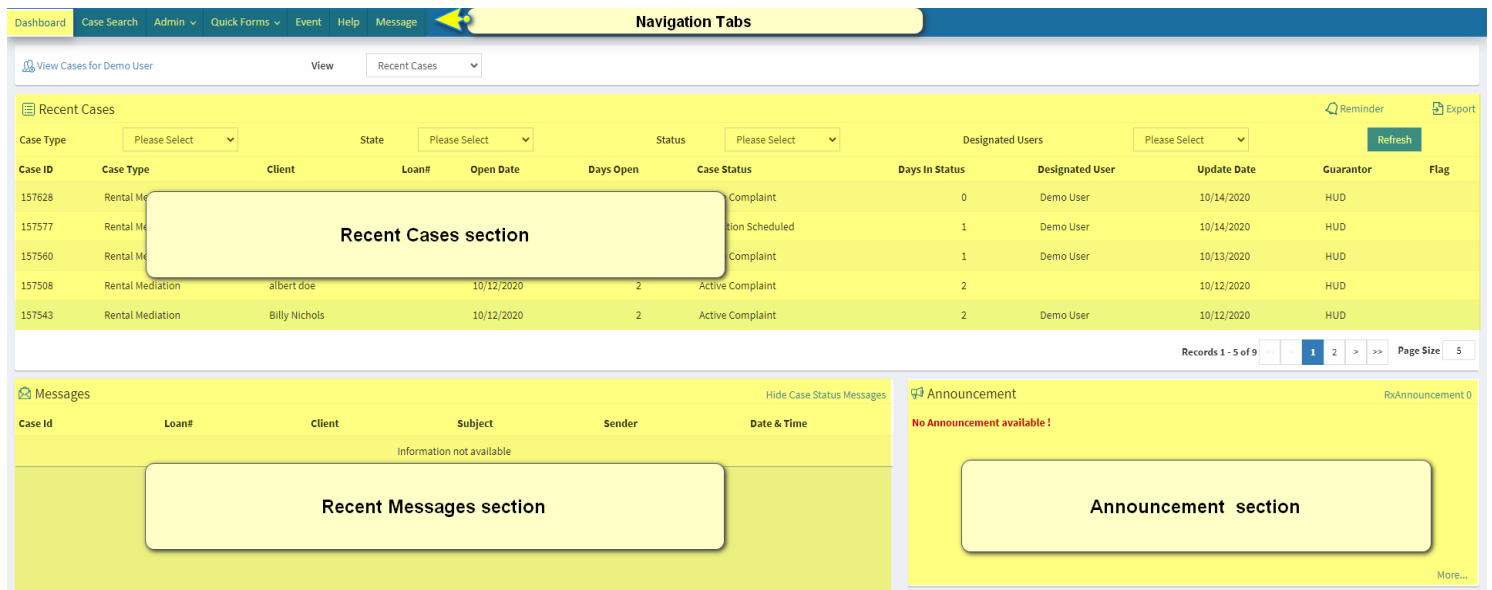
Once all the above registration information is completed, verify the recaptcha and click "Register" to have the login credentials sent to your email ID.



Once you have received the login credentials, enter the Company Code, Login ID and Password [here](#) and click “Login”.

NOTE: If you forgot your password, click on the “Forgot your Password” link to reset your password and follow the reset password instructions.

What you will see when you first log in



Case ID	Case Type	Client	Loan#	Open Date	Days Open	Case Status	Days In Status	Designated User	Update Date	Guarantor	Flag
157628	Rental M					Complaint	0	Demo User	10/14/2020	HUD	
157577	Rental M					tion Scheduled	1	Demo User	10/14/2020	HUD	
157560	Rental M					Complaint	1	Demo User	10/13/2020	HUD	
157508	Rental Mediation	albert doe		10/12/2020	2	Active Complaint	2		10/12/2020	HUD	
157543	Rental Mediation	Billy Nichols		10/12/2020	2	Active Complaint	2	Demo User	10/12/2020	HUD	

Case Id	Loan#	Client	Subject	Sender	Date & Time
Information not available					

Once you successfully logged in, you will see a dashboard showing the following:

Navigation Tabs: Dashboard, Case search, Admin, Quick Forms, Event, Help and Message tabs.

Recent Cases: This section lists the most recent cases created in the system.

Recent Messages: This section provides the most recent messages within the system.

Announcement: This section shows any system announcement(s) regarding upgrades, notifications, etc.

NOTE: If this is your first time logging in, there may not be any cases listed since you may not have been assigned a case at this time.

How to access a case

You will receive an email notification when a case has just been assigned to you. You will have to login to the portal to access the case. Once you are logged in, you will be in the “Dashboard” screen. Click the “Case ID” as shown below.

The screenshot shows the 'Demo Mediator 1' dashboard. At the top, there is a navigation bar with 'Dashboard', 'Case Search', 'Case Queue', 'Report', 'Admin', 'Event', 'Help', and 'Message'. Below this is a 'View Cases for Demo User' section with a 'View' dropdown set to 'Recent Cases'. The main area displays a table of 'Recent Cases' with columns: Case ID, Case Type, Client, Loan#, Open Date, Days Open, Case Status, Days In Status, Designated User, Update Date, Guarantor, and Flag. The first row (Case ID 157501) is highlighted with a red border. Below the table is a pagination control showing 'Records 1 - 5 of 25' and 'Page Size 5'.


Case ID	Case Type	Client	Loan#	Open Date	Days Open	Case Status	Days In Status	Designated User	Update Date	Guarantor	Flag
157501	Rental Mediation	Robert Smith		10/12/2020	1	Active Complaint	0	Demo User	10/12/2020	HUD	
157497	Rental Mediation	Jack Smith		10/12/2020	1	Mediation Scheduled	0	Demo User	10/12/2020	HUD	
157478	Rental Mediation	Adam Jones		10/11/2020	1	Active Complaint	1	Demo User	10/12/2020	HUD	
157464	Rental Mediation	Jack Tenant		10/11/2020	1	Active Complaint	1	Demo User	10/11/2020	HUD	
157452	Rental Mediation	Alice TEST firsttimer		10/11/2020	1	Active Complaint	1	Demo User	10/11/2020	HUD	

Acknowledgement/disclaimer

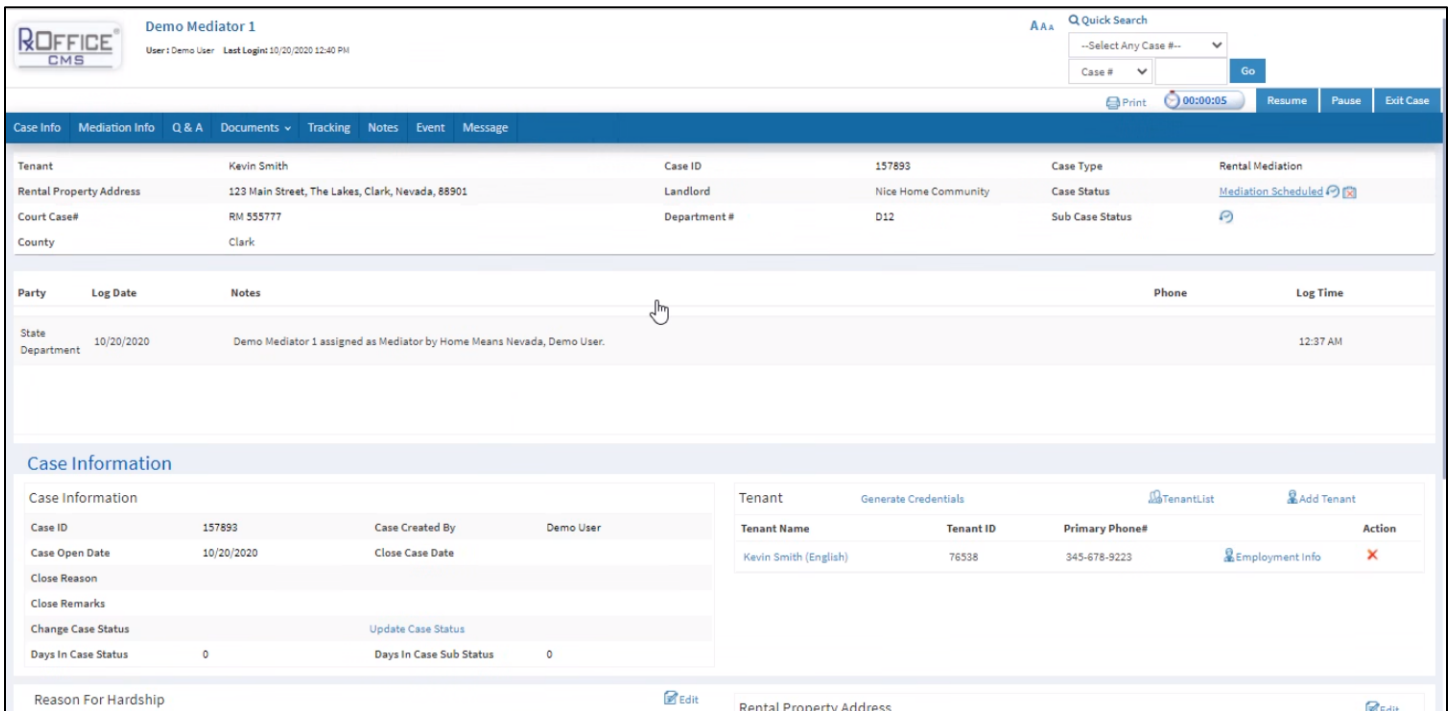
- a. I am a stakeholder in this case or an authorized representative thereof, with authority to access the information on this case.
- b. I hereby provide RxOffice CMS with authorization to provide assistance to process this case. I acknowledge that RxOffice CMS is providing a platform for the communication of data and documents and is not responsible for the contents of the data or documents or the outcome of any decision to provide or not provide any loan resolution assistance.
- c. I agree and authorize to receive by electronic transmission any/all notification(s) required as part of the State of Rental Mediation Program at each stage of the process of rental mediation via electronic means through the RxOffice CMS portal.
- d. I acknowledge that communication of data and documents through the portal do not satisfy or replace the court filing of documents that must be filed with courts or the recording of any mortgage related documents that must be recorded.

Agreed to receive all communications electronically.

OK

Once you click on the case, you will get an Acknowledgement/disclaimer pop up which you will need to review and check the box and click  to agree.

Upon accessing the case, you can review the Case Information, Reason for Hardship, Rental Property Address and Tenant Information.



Case Information

Tenant	Kevin Smith	Case ID	157893	Case Type	Rental Mediation
Rental Property Address	123 Main Street, The Lakes, Clark, Nevada, 88901	Landlord	Nice Home Community	Case Status	Mediation Scheduled
Court Case#	RM 555777	Department #	D12	Sub Case Status	
County	Clark				

Party	Log Date	Notes	Phone	Log Time
State Department	10/20/2020	Demo Mediator 1 assigned as Mediator by Home Means Nevada, Demo User.		12:37 AM

Case Information

Case ID	157893	Case Created By	Demo User
Case Open Date	10/20/2020	Close Case Date	
Close Reason			
Close Remarks			
Change Case Status	Update Case Status		
Days In Case Status	0	Days In Case Sub Status	0

Tenant

Tenant Name	Tenant ID	Primary Phone#	Action
Kevin Smith (English)	76538	345-678-9223	Employment Info ✖

You can click the “Mediation Info” tab to review all the stakeholders involved with the case.

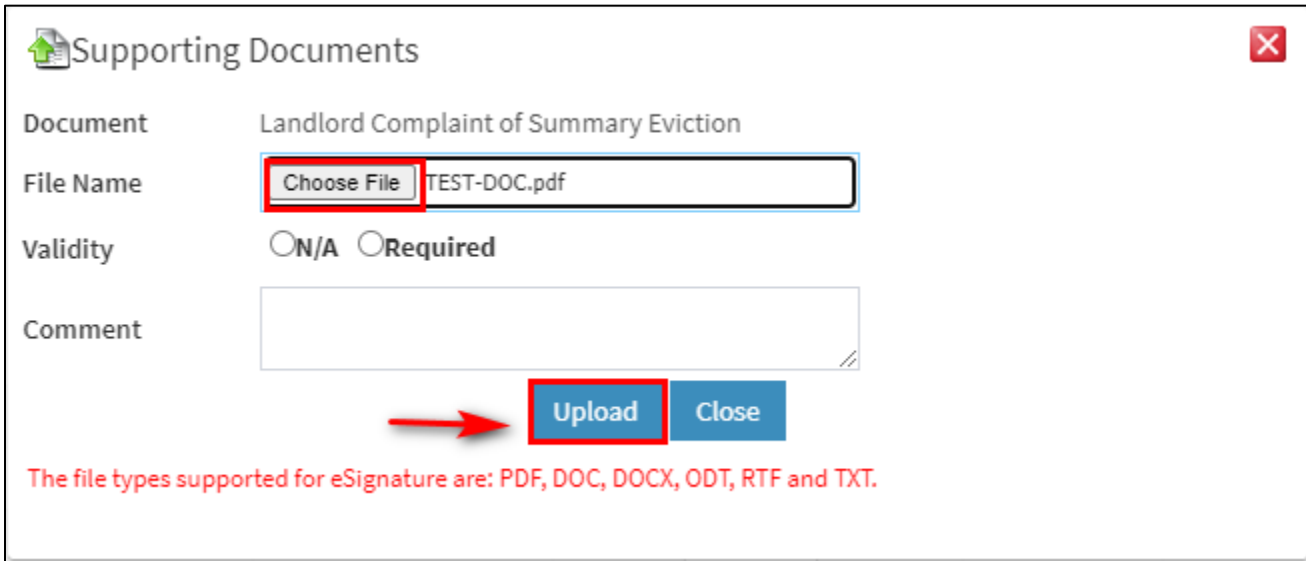
How to upload or view a document

Click on Document Upload under the Documents Tab as shown below to upload the documents.

For example, to upload “Landlord Complaint of Summary Eviction” document, click on “Action” and then select “Upload” as shown below.

10	<input type="checkbox"/>	Landlord Complaint of Summary Eviction					Action
11	<input type="checkbox"/>	Lease Agreement(s)					
12	<input type="checkbox"/>	Mediation Scheduling Notice					
13	<input type="checkbox"/>	Mediator invoices / receipts					Action

You will then see the below pop up screen where you will need to choose file from your machine and click Upload to save it to the application.



Document Landlord Complaint of Summary Eviction

File Name **Choose File** TEST-DOC.pdf

Validity N/A Required

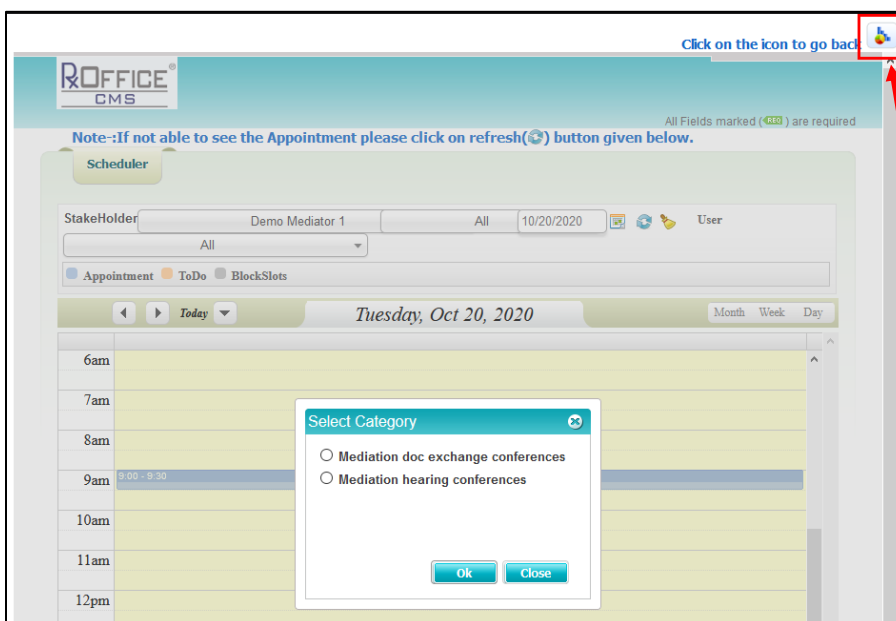
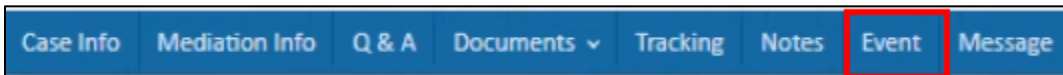
Comment

Upload **Close**

The file types supported for eSignature are: PDF, DOC, DOCX, ODT, RTF and TXT.

How to schedule a Mediation

Click on the “Event” tab to schedule a Mediation hearing conference.



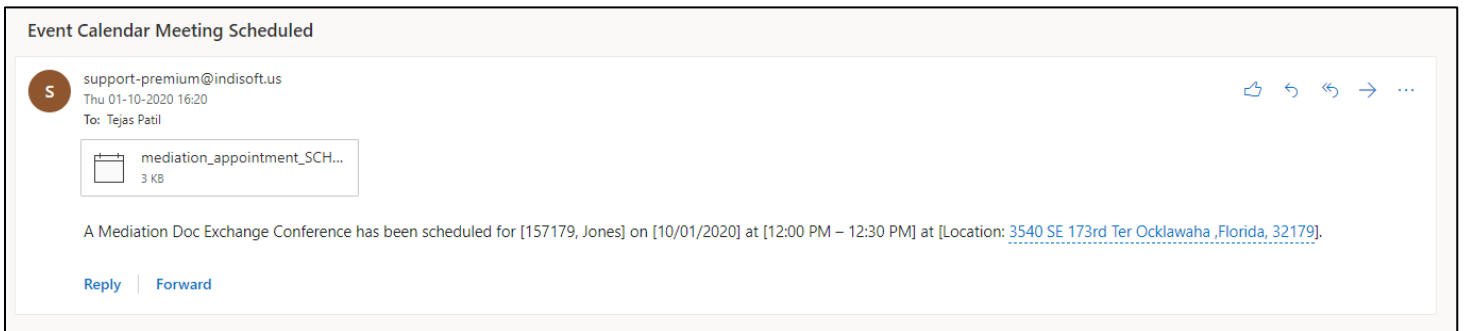
Once you are in the scheduler, select the date and time you wish to schedule a Mediation hearing conference and click OK button to save.

To go back, click on the icon at the top right corner of your screen.

The Mediation Hearing Conference Information schedule will appear in the “Mediation Info” tab in the appropriate fields as shown below.

Mediation Hearing Conf Information		Conference List	
Date *	11/06/2020	Time	12:30PM
Location	Las vegas		

Once the Mediation Hearing Conference Information is scheduled, the recipients will receive an email with the event calendar details as shown below.



How to Change the Case Status

Once the Mediation date is scheduled, the Case Status can be changed by clicking on the “Case Status” link and select the appropriate status and click Save

The screenshot shows a case record with the following details:

- Case ID: 157893
- Case Type: Rental Mediation
- Case Status: **Mediation Scheduled** (highlighted with a red box and arrow)
- Sub Case Status: [icon]
- Landlord: Nice Home Community
- Department #: D12

The 'Update Case Status' dialog box contains:

- Case Status: Mediation Schedule (dropdown menu)
- Sub Case Status: Agreement Reached, Hearing, Mediation Scheduled (dropdown menu)
- Status Date: 10/20/2020
- Comments: [text area]
- Buttons: Save, Cancel